

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

1. Agency Name Department of Children and Families		9. Position Number		10. Budget Program Number	
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Services Consultant			
3. Division Wichita Regional Office		12. Proposed Class Title			
4. Section Performance Improvement		13. Allocation			
5. Unit EES Case Reading Unit		14(a). Effective Date		14(b). FLSA Code	
6. Location (address where employee works) Approved City: Wichita County: Sedgwick		For Use By 15. By			
7. (Circle appropriate time) Full time Perm. Inter. Part time Temp. %		Personnel 16. Audit Office Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time) As scheduled		17. Position Reviews Date: Date: Date: Date:			

18(a). Briefly describe why this position exists. What is the purpose, goal, or mission of the position.)

This position reviews large volumes of EES case actions, both for new and experienced staff, in order to identify performance improvement opportunities and potential training needs. This position also provides direct feedback and training to the staff whose work is being reviewed, as well as using that information to prepare performance reports for departmental use. May supervise specific types of staff in designated circumstances and/or provide substitute supervision. This position assists in the development and monitoring of plans to continuously improve work performance.

18(b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

Name	Title	Position Number
Nan Putnam	Public Service Executive II	
Who evaluates the work of an incumbent in this position?		
Name	Title	Position Number
Nan Putnam	Public Service Executive II	

20.a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

The Human Services Consultant (HSC) works very independently and is allowed much latitude in decision making and policy interpretation. The employee receives all relevant manuals, Secretary Letters and policy clarifications. General instructions are given by the Performance Improvement Manager and Assistant Regional Director. Specific directions are not usually given unless requested by the HSC. Work is reviewed for accuracy on a regular basis by the Performance Improvement Manager or Quality Assurance staff.

( ) Minimal property damage, minor injury, minor disruption of the flow of work.  
(X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.  
( ) Major program failure, major property loss, or serious injury of incapacitation.  
( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:) **What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identify each function as essential or marginal by placing an **E** or **M** next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position.

The incumbent of this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The incumbent has been trained in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.

Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer services. Uses free time as available to assist other staff in the completion of work assignments; perform other tasks as assigned by the Unit Manager. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, customers, and the general public. Adheres to appropriate standards of conduct regarding the use of leave, reports to work on time and in the designated fashion.

This position will participate on Integrated Service Teams (IST) which may include team meetings, working collaboratively to find solutions to customer problems and completing work assignments in a timely manner. This position uses program expertise and involves other team members in exploring options; works toward the goal of the team and need(s) of the customer as paramount; ensures relationships among team members are constructive and demonstrate mutual support, respect, trust, openness and values diversity; utilize a Family Centered approach in exploring positive outcomes.

<u>No.</u>	<u>%</u>	<u>E or M</u>	
I.	60%	E	<p><b><u>Program Performance Monitoring, Evaluating, and Analyzing</u></b></p> <p>Evaluates casework in order to determine compliance with policies and procedures, training needs, and discrepancies in operations. Case readings are a primary tool for this function and are completed for new and experienced staff.</p> <p>Monitors KAECSSES and KsCares and other agency reports to identify trends in errors, training needs, and significant information. The printouts and reports are collected and statistical analysis completed,</p>
II.	25%	E	<p><b><u>Answer and Advise</u></b></p> <p>Answers questions and advises staff about policy and procedures in order to clarify for staff how they should process client cases and/or apply policy.</p>
III.	10%	E	<p><b><u>Review and Evaluate Policy</u></b></p> <p>Reviews and evaluates current, new and proposed policies and procedures to determine their effect and provide feedback to program staff and Central Office staff. The review and evaluation may be done individually or as a group. Any comments are prepared for review by the supervisor. Also participates on teams and other work groups to support and facilitate Performance Improvement efforts.</p>
IV.	5%	M	<p><b><u>Substituting for Other Staff</u></b></p> <p>This position may be required to fill in for other professional level EES staff or complete other work functions within the Performance Improvement division.</p>

\*The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

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22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in the loss of federal funds and/or other fiscal sanctions to the State of Kansas.

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23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

( X ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.

( ) Plans, staffs, evaluates, and directs work of employees of a work unit.

( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Title**

**Position/KIPPS Number**

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contact with agency employees and occasional contact with agency customers other social service agencies, community resource agencies, government officials, and the general public in order to determine assistance eligibility for customers. The position also provides daily dissemination of information regarding state and federal regulations as well as agency programs, policy and procedures.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

The position may encounter hostile, angry, or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer system. A high level of stress may exist in the determination of eligibility and the limits of the programs and resources to effectively resolve the customers need for help. On occasion, physical harm may be threatened or attempted by hostile, angry or upset customers.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computers, telephone systems, and copy machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to customers

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**PART III-Education, Experience and Physical Requirements Information.**

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27. Minimum Qualifications as stated in the State of Kansas Class Specification.

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28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of the position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Significant time is spent either in staff contact, collateral contact, or in operation of computer systems. Staff contact is either face to face, or on the telephone. Extended periods of time may be spent entering data into, or obtaining information from, the computer systems used to determine and document customer eligibility.

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30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Human Services Consultants are required to follow proscribed office procedures to ensure their safety, and the safety of others when interviewing customers who may become hostile, angry or upset.

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**PART IV-Signatures**

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Signature of Employee Date

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Signature of Personnel Official Date

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Signature of Supervisor Date

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Signature of Agency Head or  
Appointing Authority Date